

# I. List of Requirements

## 1. *Business* - Paid subscription service

### 1.1. Functions

- 1.1.1. HTML Link on *Business* Web Site to make an appointment
- 1.1.2. Retrieve *Internet Customer* scheduled appointments
- 1.1.3. Enter/edit/delete an appointment
- 1.1.4. Navigate through days, months, years with ease
- 1.1.5. Generate reports
- 1.1.6. Allow multiple concurrent users
- 1.1.7. Accessible from multiple locations
- 1.1.8. Platform Independent
- 1.1.9. Graphical view of appointments
- 1.1.10. Enter/edit/delete contact information
- 1.1.11. Client appointment reminders via email, pager, fax
- 1.1.12. Historical view of appointments by client
- 1.1.13. Fully customizable day start/end times
- 1.1.14. Multiple open/close times

### 1.2. Views

- 1.2.1. Week View
- 1.2.2. Month View
- 1.2.3. Day View
- 1.2.4. Appointment View
- 1.2.5. Contact Info View

### 1.3. System Constraints

- 1.3.1. Implemented as browser delivered Java Applet of less than 100k
- 1.3.2. Allowable data size per view is 10k or less
- 1.3.3. 2-3 second average combined data retrieval and view rendering time

## 2. Internet Customer Basic - Free Service

### 2.1. Functions

- 2.1.1. Make an appointment from a *Business* Web Site
- 2.1.2. Search for a particular *Business* or service in user's area from system's homepage
- 2.1.3. Retrieve a map of directions to appointment
- 2.1.4. Retrieve list of appointments

- 
- 2.1.5. Retrieve list of service providers indicating which subscribe to system

### 2.2. Views

- 2.2.1. Form to request an appointment/reservation from *Business's* Web Site
- 2.2.2. Appointment/reservation available form to make an appointment/reservation
- 2.2.3. Appointment/reservation time not available - alternate times available list
- 2.2.4. Confirmation screen
- 2.2.5. Search for *Business* or service provider by area
- 2.2.6. List of secondary service types
- 2.2.7. List of Service providers indicating which subscribe to system
- 2.2.8. List of appointments currently made and confirmed by system

### 2.3. Constraints

- 2.3.1. Implemented in HTML/JavaScript only
- 2.3.2. Must support ALL Web Browsers including Web TV

### **3. Internet Customer Premium - Free Service with Registration**

#### **3.1. Functions**

- 3.1.1. Make an appointment from a *Business* Web Site**
- 3.1.2. Search for a particular *Business* or service in user's area from system's homepage**
- 3.1.3. Retrieve a map of directions to appointment**
- 3.1.4. Retrieve list of appointments**
- 3.1.5. Retrieve list of service providers indicating which subscribe to system**
- 3.1.6. Enter/edit/delete an appointment**
- 3.1.7. Navigate through days, months, years with ease**
- 3.1.8. Accessible from multiple locations**
- 3.1.9. Platform Independent**
- 3.1.10. Graphical view of appointments**
- 3.1.11. Enter/edit/delete *Business* contact information**
- 3.1.12. Request appointment reminders via email, pager, fax**

#### **3.2. Views**

- 3.2.1. Form to request an appointment/reservation from *Business's* Web Site**
- 3.2.2. Appointment/reservation available form to make an appointment/reservation**
- 3.2.3. Appointment/reservation time not available - alternate times available list**
- 3.2.4. Confirmation screen**
- 3.2.5. Search for *Business* or service provider by area**
- 3.2.6. List of secondary service types**
- 3.2.7. List of Service providers indicating which subscribe to system**
- 3.2.8. Week View**
- 3.2.9. Month View**
- 3.2.10. Day View**
- 3.2.11. Appointment View**
- 3.2.12. *Business* Contact Info View**

#### **3.3. Constraints**

- 3.3.1. Implemented as browser delivered Java Applet of less than 75k**
- 3.3.2. Allowable data size per view is 5k or less**
- 3.3.3. 2-3 second average combined data retrieval and rendering time**



# ChimpSoft, Inc.

Appointments-Now.com  
Reservations-Today.com

## Data Dictionary

**BusinessCustomer** – *Table* – contains information about the business that is using the application to make and maintain their appointments

**BusinessCustomerID** – *integer(10)* – primary key for BusinessCustomer Table

**Name** – *alphanumeric(50)* – name of BusinessCustomer

**Street** – *alphanumeric(50)* – street on which the business is located

**Zip** – *integer(5)* – foreign key to ZipCode Table - zip code of BusinessCustomer

**ZipPlus4** – *integer(10)* - extended zip code of BusinessCustomer

**Telephone** – *integer(10)* – telephone number of BusinessCustomer

**Telephone2** – *integer(10)* – second telephone number of BusinessCustomer

**Fax** – *integer(10)* – fax number of BusinessCustomer

**Email** – *alphanumeric(50)* – email address of BusinessCustomer

**IPAddress** – *alphanumeric(9)* – IP address of BusinessCustomer

**DomainName** – *alphanumeric(25)* – domain name of BusinessCustomer

**BusinessTypeID** – *integer(10)* – foreign key to BusinessType Table

**BusinessGroupID** – *integer(10)* – foreign key to BusinessGroup Table

**FederalTaxID** – *alphanumeric(9)* – federal tax ID of the BusinessCustomer

**BillingCycleID** – *integer(10)* – foreign key to BillingCycle Table

**MethodOfPaymentID** – *integer(10)* – foreign key to MethodOfPayment Table

**Employee** – *Table* – contains information about the employees associated with the businesses using the application

**EmployeeID** – *integer(10)* – primary key for Employee Table

**EmployeeTypeID** – *integer(10)* – foreign key to EmployeeType Table

**LastName** – *alphanumeric(25)* – last name of employee

**FirstName** – *alphanumeric(25)* – first name of employee

**MiddleName** – *alphanumeric(25)* – middle name of employee

**SSN** – *alphanumeric(9)* – social security number of employee

**Street** – *alphanumeric(50)* – street on which employee lives

**Zip** – *integer(5)* - foreign key to ZipCode Table – zip code of employee

**ZipPlus4** – *integer(10)* - extended zip code of employee



**Telephone** – *integer(10)* – telephone number of employee  
**Telephone2** – *integer(10)* – second telephone number of employee  
**Fax** – *integer(10)* – fax number of business  
**Email** – *alphanumeric(50)* – email address of employee

[illegible]



# ChimpSoft, Inc.

Appointments-Now.com

Reservations-Today.com

---

**Appointment** – *Table* – contains information about an appointment

**AppointmentID** – *integer(10)* – primary key for Appointment Table

**Time** – *time(6)* – time of appointment

**Date** – *date(8)* – date of appointment

**BusinessID** – *integer(10)* – foreign key to Business Table

**EmployeeID** – *integer(10)* – foreign key to Employee Table

**InternetCustomerID** – *integer(10)* – foreign key to InternetCustomer Table

**NumberInParty** – *integer(3)* – how many individuals the appointment is scheduled for

**AppointmentTypeID** – *integer(10)* – foreign key to AppointmentType Table

---

**InternetCustomer** – *Table* – contains information about the general user – fields required for a general user will vary depending on whether or not they are a member of the application's website or not

**InternetCustomerID** – *integer(10)* – primary key for InternetCustomer Table

**InternetCustomerTypeID** – *integer(10)* – foreign key for InternetCustomerType Table

**LastName** – *alphanumeric(25)* – last name of internet customer

**FirstName** – *alphanumeric(25)* – first name of internet customer

**MiddleName** – *alphanumeric(25)* – middle name of internet customer

**SSN** – *alphanumeric(9)* – social security number of internet customer

**Street** – *alphanumeric(50)* – street on which internet customer lives

**Zip** – *integer(5)* – foreign key to ZipCode Table – zip code of internet customer

**ZipPlus4** – *integer(10)* – extended zip code of internet customer

**Telephone** – *integer(10)* – telephone number of internet customer

**Telephone2** – *integer(10)* – second telephone number of internet customer

**Fax** – *integer(10)* – fax number of internet customer

**Email** – *alphanumeric(50)* – email address of internet customer

**MethodOfDiscoveryID** – *integer(10)* – foreign key to MethodOfDiscovery Table

**DateOfFirstContact** – *date(8)* – date that the internet customer first used this site to schedule an appointment

**DateOfMostRecentContact** – *date(8)* – the most recent date that the internet customer used this site to schedule an appointment

**Notes** – *alphanumeric(200)* – notes or comments about the internet customer

---



**BusinessGroup** – *Table* – contains information about the owner/owners of the business customer

**BusinessGroupName** – *alphanumeric(50)* – name of the individual, group, or company that owns the business



# ChimpSoft, Inc.

Appointments-Now.com

Reservations-Today.com

---

**BusinessEmployee** – *Table* – join table between the BusinessCustomer and Employee Tables – an employee may work at more than one business (physicians working in several clinics, etc)

**BusinessEmployeeID** – *integer(10)* – primary key for BusinessEmployee Table

**BusinessCustomerID** – *integer(10)* – foreign key for BusinessCustomer Table

**EmployeeID** – *integer(10)* – foreign key for Employee Table

---

**Category** – *Table* – contains a list of possible business and employee categories

**CategoryID** – *integer(10)* – primary key for Category Table

**Category** – *alphanumeric(25)* – general description of business/employee (Restaurant, Physician, etc)

---

**Specialty** – *Table* – contains a list of possible business and employee specialties

**SpecialtyID** – *integer(10)* – primary key for Specialty Table

**Specialty** – *alphanumeric(25)* – specific description of business/employee (Muffler Shop, Podiatrist, etc)

**SpecialtyDesc** – *alphanumeric(100)* – detailed description of the specialty (A Podiatrist deals with problems associated with the feet)

---

**BusinessType** – *Table* – lists the category and all specialties associated with a business customer

**BusinessTypeID** – *integer(10)* – primary key for BusinessType Table

**BusinessCustomerID** – *integer(10)* – foreign key for BusinessCustomer Table

**CategoryID** – *integer(10)* – foreign key for Category Table

**SpecialtyID** – *integer(10)* – foreign key for Specialty Table

---

**EmployeeType** – *Table* – lists the category and all specialties associated with an employee



# ChimpSoft, Inc.

Appointments-Now.com

Reservations-Today.com

---

**EmployeeTypeID** – *integer(10)* – primary key for EmployeeType Table

**EmployeeID** – *integer(10)* – foreign key for Employee Table

**CategoryID** – *integer(10)* – foreign key for EmployeeCategory Table

**SpecialtyID** – *integer(10)* – foreign key for EmployeeSpecialty Table

---

**BusinessEmployeePassword** – *Table* – contains the password of employees – depending on the employee's type (Manager, etc), the employee will be allowed to access various business features of the application

**BusinessEmployeePasswordID** – *integer(10)* – primary key for BusinessEmployeePasswordID Table

**BusinessEmployeeID** – *integer(10)* – foreign key for BusinessEmployee Table

**BusinessEmployeePassword** – *alphanumeric(8)* – employee's password

---

**InternetCustomerType** – *Table* – list of possible internet customer types

**InternetCustomerTypeID** – *integer(10)* – primary key for InternetCustomerType Table

**InternetCustomerType** – *alphanumeric(25)* – description of the type of user (member or non-member)

---

**InternetCustomerPassword** – *Table* – contains the password of internet customers – depending on the internet customer's type (member, etc), the internet customer will be allowed access to various features of the application

**InternetCustomerPasswordID** – *integer(10)* – primary key for InternetCustomerPassword Table

**InternetCustomerID** – *integer(10)* – foreign key for InternetCustomer Table

**InternetCustomerPassword** – *alphanumeric(8)* – internet customer's password

---

**CreditCardType** – *Table* – list of possible types of credit cards

**CreditCardTypeID** – *integer(10)* – primary key for the CreditCardType Table

**CreditCardType** – *alphanumeric(15)* – type of credit card (VISA,MC,etc)





# ChimpSoft, Inc.

Appointments-Now.com

Reservations-Today.com

---

**CustomerCreditCard** – *Table* – this table links business and internet customers with their credit card information

**CustomerCreditCardID** – *integer(10)* – primary key for InternetCustomerCreditCard Table

**InternetCustomerID** – *integer(10)* – foreign key for InternetCustomer Table

**BusinessCustomerID** – *integer(10)* – foreign key for BusinessCustomer Table

**CreditCardProviderTypeID** – *integer(10)* – foreign key for CreditCardProviderType Table

---



# ChimpSoft, Inc.

Appointments-Now.com  
Reservations-Today.com

---

**CreditCardProvider** – *Table* – contains information about all of the various institutions which provide credit cards to the business and internet customers using this application

**CreditCardProviderID** – *integer(10)* – primary key for CreditCardProvider Table

**ProviderName** – *alphanumeric(25)* – name of the company that is providing the credit card

**Street** – *alphanumeric(50)* – street on which provier is located

**Zip** – *integer(5)* – foreign key to zip code table - zip code of the provider

**ZipPlus4** – *integer(10)* – extended zip code of the provider

**Telephone** – *integer(10)* – telephone number of the provider

**Telephone2** – *integer(10)* – second telephone number of the provider

**Fax** – *integer(10)* – fax number of the provider

**Email** – *alphanumeric(50)* – email address of the provider

**CreditCardProviderTypeID** – *integer(10)* – foreign key for the CreditCardProviderType Table

---

**CreditCardProviderType** – *Table* – links the credit card providers with the types of credit cards they offer  
(only contains the kinds of cards that business/internet customers using this application possess)

**CreditCardProviderTypeID** – *integer(10)* – primary key for the CreditCardProviderType Table

**CreditCardProviderID** – *integer(10)* – foreign key for the CreditCardProvider Table

**CreditCardTypeID** – *integer(10)* – foreign key for the CreditCardType Table

---

**EmployeeSchedule** – *Table* – contains the general work schedule of the employee (9 – 5 on 12-12-99)

**EmployeeScheduleID** – *integer(10)* – primary key for EmployeeSchedule Table

**BusinessEmployeeID** – *integer(10)* – foreign key for BusinessEmployee Table

**Date** – *date(8)* – month, day, and year that the start and end time correspond to

**StartTime** – *time(6)* – start time of the employee's schedule

**EndTime** – *time(6)* – end time of the employee's schedule

---

**DayOfWeek** – *Table* – contains the days of the week and their abbreviations



# ChimpSoft, Inc.

Appointments-Now.com

Reservations-Today.com

---

**DayOfWeekID** – *integer(02)* – primary key for DayOfWeek Table

**DayName** – *alphanumeric(9)* – day of the week (Monday, Tuesday, etc)

**DayAbbreviation** – *alphanumeric(5)* – abbreviation of the day of the week (Mon, Tues, etc)

---

ChimpSoft, Inc. 1994  
All rights reserved.  
No part of this document  
may be reproduced without  
written permission from  
ChimpSoft, Inc.



# ChimpSoft, Inc.

Appointments-Now.com

Reservations-Today.com

---

**HoursOfOperation** – *Table* – contains the range of times when appointments may be made for each business, based on the day of the week

**HoursOfOperationID** – *integer(10)* – primary key for HoursOfOperation Table

**BusinessCustomerID** – *integer(10)* – foreign key for BusinessCustomer Table

**DayOfWeekID** – *integer(02)* – foreign key for DayOfWeek Table

**OpenTime** – *time(6)* – time business begins taking appointments

**CloseTime** – *time(6)* – time business stops taking appointments

---

**AppointmentType** – *Table* – list of all possible types of appointments

**AppointmentTypeID** – *integer(10)* – primary key for AppointmentType Table

**AppointmentType** – *alphanumeric(25)* – brief description of the appointment (hair cut, oil change, etc)

---

**DurationOfAppointment** – *Table* – contains the length of time that a specific type of appointment will take for a particular business customer (Hair Cuts 'R Us, perm, 60 minutes)

**DurationOfAppointmentID** – *integer(10)* – primary key for DurationOfAppointment Table

**BusinessCustomerID** – *integer(10)* – foreign key for BusinessCustomer Table

**AppointmentTypeID** – *integer(10)* – foreign key for AppointmentType Table

**NumOfMinutes** – *integer(4)* – number of minutes to complete a specific type of appointment

---

**MethodOfPayment** – *Table* – lists all possible types of payment options for business use of the application

**MethodOfPaymentID** – *integer(10)* – primary key for MethodOfPayment Table

**MethodOfPayment** – *alphanumeric(20)* – type of payment used by business customer to pay for use and maintenance of application (credit card, automatic withdrawal, etc)

---



# ChimpSoft, Inc.

Appointments-Now.com

Reservations-Today.com

---

**BusinessCustomerAccount** – *Table* – contains account information for business that choose a method of payment other than credit card

**BusinessCustomerAccountID** – *integer(10)* – primary key for BusinessCustomerAccount Table

**BusinessCustomerID** – *integer(10)* – foreign key to BusinessCustomer Table

**AccountProviderID** – *integer(10)* – foreign key to AccountProvider Table

**AccountNumber** – *integer(15)* – account number of account used to make payments for application

~~**AccountProvider** – *Table* – contains information about the institution where the account used to pay for the application is held~~

**AccountProviderID** – *integer(10)* – primary key for AccountProvider Table

**ProviderName** – *alphanumeric(25)* – name of the company where the account is held

**Street** – *alphanumeric(50)* – street on which provider is located

**Zip** – *integer(5)* – foreign key to ZipCode Table - zip code of the provider

**ZipPlus4** – *integer(10)* – extended zip code of the provider

**Telephone** – *integer(10)* – telephone number of the provider

**Telephone2** – *integer(10)* – second telephone number of the provider

**Fax** – *integer(10)* – fax number of the provider

**Email** – *alphanumeric(50)* – email address of the provider

---

**BillingCycle** – *Table* – list of possible billing days (1<sup>st</sup> of month, 15<sup>th</sup> of month, 30<sup>th</sup> of month, etc)

**BillingCycleID** – *integer(10)* – primary key for BillingCycle Table

**BillingCycle** – *integer(2)* – numeric value indicating which day of the month the business will be billed for use and maintenance of the application

---

**AccountsReceivable** – *Table* – contains the billing cycle for each business and the date that the bill was paid

**AccountsReceivableID** – *integer(10)* – primary key for AccountsReceivable Table

**BusinessCustomerID** – *integer(10)* – foreign key for BusinessCustomerID Table

**BillingCycleID** – *integer(10)* – foreign key for BillingCycle Table

**DatePaid** – *date(8)* – the date that the payment is received

---